



EFFECTIVE TELEPHONE SKILLS

BMS2032

PURPOSE:	To demonstrate basic telephone handling techniques as well as courtesies. To give employees skill in handling very stressful telephone calls.
LEARNING OUTCOMES:	<p>Upon completion of this course, participants will be able:</p> <ul style="list-style-type: none">• To pay closer attention to telephone detail• To work effectively with a wide variety of callers• To recognize that City of Houston employees are customers to each other• To recognize forbidden phrases and know how to avoid them• To apply good listening skills to determine customer's needs• To view complaints as an opportunity to identify problems and better serve customers
CONTENT:	<p>This course focuses on:</p> <ul style="list-style-type: none">• Answering promptly,• Transferring calls,• Providing customer service to internal callers, and• Handling irate callers.
METHODS:	The course will begin with a pre-assessment and a discussion of how customer service can be enhanced through good telephone skills. Participants will practice using case scenarios and prepared test questions. The participants will then have an opportunity to discuss problem situations and ask questions. The course will conclude with a post-assessment and a post-course plan of action.
LENGTH:	4 hours / 1 session
AUDIENCE:	Clerical and other non-management personnel
PREREQUISITES:	None
CEU CREDITS:	0.4 CEU Credit